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AUTHORIZED REPAIR CENTER

Network News

A News Update For Nintendo Authorized Repair Centers℠

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Nintendo News

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By Rob McCuistion

The revised RA and Order forms are now available for download from our Field Service Website. To get to the forms, select the Download Forms option on the main page. Click on a form to open and view it or right-click on a form to download it.

The Battery Insertion Caution Label

By Lynnette Anderson

CAUTION
Loading the batteries improperly may cause damage to the batteries and/or Game Boy Color.
Insert the negative terminal (flat end) first, then snap in the positive end.

All Game Boy® Color repaired systems (not DMG or MGB versions), will have a **Battery Insertion Caution label** placed over the battery cover before the system is shipped to the consumer from Nintendo. See the above sample. The remanufactured systems will have the label on the packaging.

The label is instructing the consumer how to insert the batteries. The label is meant to be removable by the consumer when they change batteries.

We wanted you to be aware of the new label in the event a consumer brings a system in to your repair location and the label is still attached. If you have any questions, please contact your Field Service Administrator at 1-800-447-8373.

Game Boy Serial Numbers

By Michael Hughes

As most of you are aware, the serial numbers on the back of Game Boy Color and Game Boy pocket have, with extended play, worn away to the point of being unrecognizable or entirely missing. With this in mind, you may call **(800-447-8373)** for warranty authorization provided that you determine the unit has not been abused. When I speak of abuse, it must be your opinion that the Game Boy has in no way been mishandled so as to affect its performance. Most often abuse shows itself in broken LCD screens or spillage. I received a call from Nora at Burney's Commercial (Honolulu, HI), who explained to me that a young man came to her store looking for warranty exchange of his Game Boy pocket. He apparently had forgotten that his Game Boy was in the back pocket of his swim trunks and took a swim in the ocean. This would qualify as a clear indication of abuse. I leave it to you to make the final determination and trust your judgement.

What's Hot for the Holidays

By Luther Smith

Driven by Pokemon® Gold and Pokemon® Silver the Game Boy Color continues to be the hot item for the holiday season. There has been a plethora of new games that will keep the hand held gamers excited: The Grinch, Disney's The Jungle Book, MTV Sports-Pure Ride, Tweety's High Flying Adventure, Batman Beyond-Return of the Joker, Ultimate Fighting Championship, Pokemon Puzzle League. The N64® is not without its blockbuster hit. The Legend of Zelda®: Majora's Mask™, a fast paced race against time, has had rave reviews since its October release. Blues Brothers 2000, Hercules: The Legendary Journeys and Daikatana 64 are all sure to be hits as well.

You are sure to be surprised when you see the Izek Sewing Machine a licensed product by Singer Sewing Company/Jaguar. The sewing machine has a game link cable permanently attached to it and comes with a detachable Game Boy Color. Using the Sewing Machine Game Pak and the Game Boy Color technology, the Sewing Machine has computing power, a display, the ability to save customized stitches and easy to use interface. This is a licensed accessory and customers with questions should be referred to the Consumer Service Hotline at 1-800-255-3700.

Manager's Corner

By Joe Conklin

What ticks you off? I hate poor customer service especially when mixed with no product knowledge!! I despise the thought of giving my hard earned money to someone that could really care less if I was alive or dead.

I was recently in a office supply store to buy some computer memory that was on sale. I had selected several other items including a DVD-ROM drive to buy before inquiring about the memory units. The ad had indicated that 64 megs of memory was on sale for $40. Since the ad was a little unclear I asked if that was only for 64 meg boards or two 32 meg boards, the clerk called over the store manager. The manager said "I don't know what the hell those corporate guys are doing" and walks away. No answer to my question, let alone being rude. I returned all of my soon-to-be purchases and left. $300 walks out the door.

I headed over to a shop that deals strictly with computers to make my purchases. Paid a little more, but got a lot more in return. I got something that is very valuable in this day and age, correct information. The clerk at this store made sure that I knew the proper configuration for the DVD-ROM. I was unaware of this at the time he saved me many hours of frustration since it made no mention of it in the instruction manual. Where do you think I will go in the future when I need computer supplies? As servicers, you are in the same position to make these types of positive impacts on your customers. Use your product knowledge and consumer service skills to make life-long customers.

Claim Submission/Core Credit Reminder

By Michael Hughes

Just a quick reminder that in order for you to receive credit for your claims, they must arrive at Nintendo no later than the second Tuesday of each month. If claims arrive after this cut-off date, payments will not be posted until the following month. Also, your core credits may take 10 to 14 days to get credited to your parts account depending on the volume of returns. So please keep these time frames in mind with regards to your parts account credits.

To Verify Serial Numbers Call 1-800-255-3788

By Lynnette Anderson

Make your life easier and less stressful! Call 1-800-255-3788 to verify the serial number on Nintendo product.

Recently, we noticed an increase of Authorized Repair Centers accidentally calling the Consumer Service Assistance Hotline (1-800-255-3700). As you can see, this number is similar to the Serial Number Verification line (1-800-255-3788). If you call Consumer Service, you'll be referred back to the verification line.

When you call the Serial Number Verification line (1-800-255-3788), you must have a serial number. If the serial number is missing, has been rubbed off, the consumer doesn't have a receipt, or you are not sure of the warranty status, please contact Nintendo Field Service directly at 1-800-447-8373. We will assess the situation with you, and approve or deny warranty coverage.

The History of Nintendo

By Rob McCuistion

Quick, when was Nintendo established as a corportation? What was their first mass produced product?

How much do you really know about Nintendo? If you'd like to learn more about our fascinating company (and the answers to the above questions) read the first chapter of our 4 part series chronicling important events that highlight Nintendo's history.

Part 1

- 1889 Fusajiro Yamauchi, great-grandfather of the present president, began manufacturing "Hanafuda," Japanese playing cards in Kyoto.
- 1933 Established an unlimited partnership, Yamauchi Nintendo & Co.
- 1947 Began a distribution company, Marufuku Co. Ltd.
- 1950 Hiroshi Yamauchi took office as President and absorbed the manufacturing operation of Yamauchi Nintendo & Co.
- 1951 Changed the company name from Marufuku Co. Ltd. to Nintendo Playing Card Co. Ltd.
- 1952 Consolidated factories were dispersed in Kyoto.
- 1953 Became the first to succeed in manufacturing mass-produced plastic playing cards in Japan.
- 1959 Started selling cards printed with Walt Disney characters, opening a new market in children's playing cards. The card department boomed!
- 1962 In January, listed stock on the second section of the Osaka Stock Exchange and on the Kyoto Stock Exchange.
- 1963 Changed company name to Nintendo Co. Ltd. and started manufacturing games in addition to playing cards.
- 1969 Expanded and reinforced the game department; built a production plant in Uji City, a suburb of Kyoto.
- 1970 Stock listing was changed to the first section of the Osaka Stock Exchange. Reconstruction and enlargement of corporate headquarters was completed. Started selling the Beam Gun series, employing opto-electronics. Introduced electronic technology into the toy industry for the first time in Japan.
- 1973 Developed laser clay shooting system to succeed bowling as a major pastime.
- 1974 Developed image projection system employing 16 mm film projector for amusement arcades. Began exporting them to America and Europe.
- 1975 In cooperation with Mitsubishi Electric, developed video game system using electronic video recording (EVR) player. Introduced the microprocessor into the video game system the next year.
- 1977 Developed home-use video games in cooperation with Mitsubishi Electric.
- 1978 Created and started selling coin-operated video games using microcomputers.

A Thought for the New Year

Watch your thoughts; they become words
Watch your words; they become actions
Watch your actions; they become habits
Watch your habits; they become character
Watch your character; it becomes your destiny

-Frank Ou-tlaw

Busy End of Year

By Luther Smith

As we cross into the year 2001 we find ourselves at the busiest time of the year. With older systems needing repairs to play the new games received for the holidays and an influx of the many new systems received as gifts, this is a time that we can quickly find ourselves backlogged with repairs of all kinds. The repair volume increases both before the holidays and after the new year and it is a good idea to be prepared for the onslaught. Here are a few tips for staying ahead of the game:

- Increase your inventory of commonly used parts and components.
- Place orders immediately for all "Power Swap" items that you don't have in your inventory. All Game Boy Color and Game Boy pocket orders are shipped 2 day air at our expense to guarantee the customer is taken care of as quickly as possible.
- Be sure to call for warranty verification prior to taking items in for repair.
- File claims regularly to assure that payments are credited to your account in a timely manner.

This can be a hectic time for consumers and Service Centers alike. Remember that a little bit of good customer service now will pay big dividends throughout the rest of the year.

Send in Your Story

By Rob McCuistion

Recently, a Field Service Administrator was talking with one of our Repair Centers. They told him of an incident where a customer and her son came in with a Game Boy that had a shattered screen. The woman paid for a refurbished one and as they were leaving the shop, the technician asked the boy how his Game Boy screen shattered. The boy replied, "Like this" and proceeded to slam his new replacement Game Boy against his forehead shattering the screen.

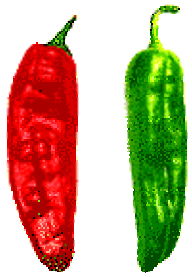
Do you have a favorite Nintendo moment or story to share? If so, please fax it to us at 425-558-7100. We'll publish your stories in the Spring 2001 issue of Network News.

Award Winning Chili Recipe

By Michael Hughes

This is a chili recipe that I concocted while at college in Hawaii called "**No Ka Oi**" (Hawaiian for the best) chili. It's designed to be two things, first sweet then spicy. My outstanding team of cooks helped me prepare this at the NASA Convention in Colorado this past June. We took 1st place in the chili cook-off. Scott Resnick of Turnpike Appliance of Huntington (Commack, NY) has made frequent requests for this recipe. So with winter's cold and the Super Bowl looming, it sounds like chili conditions.

1 cup chopped onion
2 pounds ground beef or pork
1 clove garlic, minced
21/4 ounce chili seasoning
4 cans (12 oz ea) of tomato sauce
½ teaspoon salt
2 teaspoon chili powder
½ teaspoon pepper
½ teaspoon garlic salt
1 teaspoon ground cumin
¼ cup brown sugar



Sauté onions and ground beef/pork in skillet until ground beef/pork is browned. Drain off fat and put meat mixture in Dutch oven. Add tomato sauce, chili seasoning, salt, chili powder, pepper, garlic, cumin and brown sugar. Simmer for 45 min. Best served over rice which is the recommended way to serve chili in Hawaii.

Nintendo News

"A Magic Mask"
Time Digital, December 2000
The Legend of Zelda: Majora's Mask is so good, we recommend that those of you who don't already own a Nintendo® 64 rush out and buy one right away so you can experience the awe-inspiring beauty of this game. There's enough in this game to keep you playing all day, every day, until Nintendo GameCube's release next year.

"Pure magic" for Game Boy Color
Record, December 8, 2000
Nintendo's *Wario Land 3* is "pure magic." Players will be "busy for hours uncovering the huge, clever levels." With great graphics, creative characters and puzzles, Wario's scavenger hunt to find his way home is filled with fun for all ages.